

11/28/00

JC945 U.S. PTO

11-28-00

A

PATENT APPLICATION TRANSMITTAL LETTER  
(Large Entity)Docket No.  
FIS9-2000-0283

## TO THE ASSISTANT COMMISSIONER FOR PATENTS

Transmitted herewith for filing under 35 U.S.C. 111 and 37 C.F.R. 1.53 is the patent application of:

Howard Young et al.

For: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD

Enclosed are:

- ☒ Certificate of Mailing with Express Mail Mailing Label No. EK140407957US
- ☒ 15 sheets of drawings.
- ☐ A certified copy of a \_\_\_\_\_ application.
- ☒ Declaration ☒ Signed. ☐ Unsigned.
- ☒ Power of Attorney
- ☒ Information Disclosure Statement
- ☐ Preliminary Amendment
- ☒ Other: ASSIGNMENT

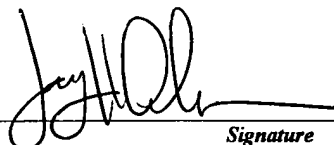
JC564 U.S. PTO  
09/723519  
11/28/00

## CLAIMS AS FILED

For	#Filed	#Allowed	#Extra	Rate	Fee
Total Claims	7	- 20 =	0	x \$18.00	\$0.00
Indep. Claims	1	- 3 =	0	x \$80.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
BASIC FEE					\$710.00
TOTAL FILING FEE					\$710.00

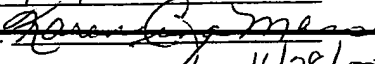
- ☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.
- ☒ The Commissioner is hereby authorized to charge and credit Deposit Account No. 09-0458 FI-554 as described below. A duplicate copy of this sheet is enclosed.
- ☒ Charge the amount of \$710.00 as filing fee.
- ☒ Credit any overpayment.
- ☒ Charge any additional filing fees required under 37 C.F.R. 1.16 and 1.17.
- ☐ Charge the issue fee set in 37 C.F.R. 1.18 at the mailing of the Notice of Allowance, pursuant to 37 C.F.R. 1.311(b).

Dated: 28 November 2000

  
SignatureEXPRESS MAIL NO.: EK140407957US  
I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
DEPOSITED WITH THE U.S. POSTAL SERVICE AS EXPRESS  
MAIL IN AN ENVELOPE ADDRESSED TO: COMMISSIONER OF  
PATENTS AND TRADEMARKS, WASHINGTON, D.C. 20231  
APPLICANT AND/OR ATTORNEY REQUESTS THE DATE OF  
DEPOSIT AS THE FILE DATEJay H. Anderson  
Registration No. 38,371  
Telephone N . 845-894-3667  
Fax No. 845-894-6363

CC:

DATE OF DEPOSIT: 11/28/00

BY SIGNATURE & DATE:  11/28/00

**APPLICATION**  
**FOR**  
**UNITED STATES LETTERS PATENT**

**APPLICANT NAME: Howard Young et al.**

**TITLE: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD**

**DOCKET NO.: FIS9-2000-0283**

**INTERNATIONAL BUSINESS MACHINES CORPORATION**

CERTIFICATE OF MAILING UNDER 37 CFR 1.10  
I HEREBY CERTIFY THAT, ON THE DATE SHOWN BELOW  
THIS CORRESPONDENCE IS BEING DEPOSITED WITH  
THE UNITED STATES POSTAL SERVICE IN AN ENVELOPE  
ADDRESSED TO THE ASSISTANT COMMISSIONER FOR  
PATENTS, WASHINGTON, D.C. 20231 AS "EXPRESS MAIL  
POST OFFICE ADDRESSEE"  
MAILING LABEL # EK 140 407 9570S  
On 11/28/00  
Karen Cing-Mars  
Name of person mailing paper

Karen Cing-Mars 11/28/00  
Signature Date  
K.C. INQ-MARS